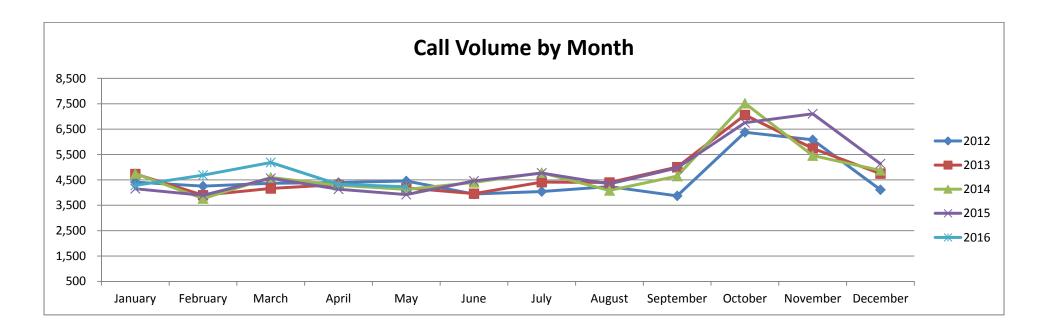
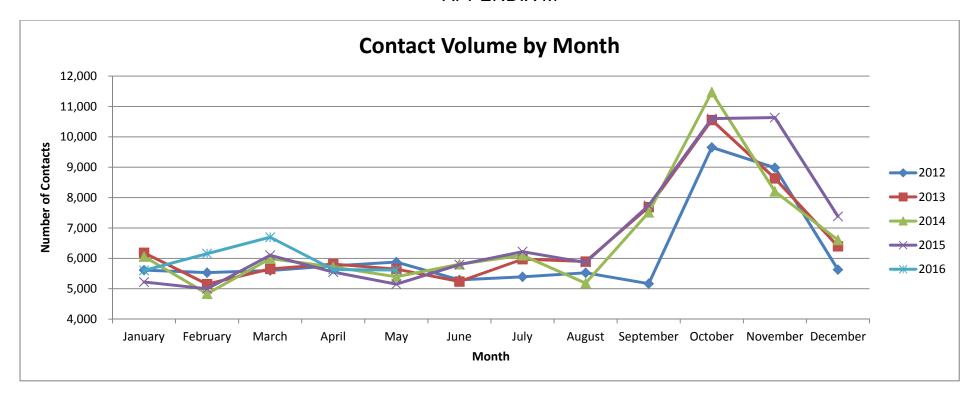
NH DHHS – Report – ServiceLink Resource Center Last updated June 2016

Key takeaways for the SLRC report:

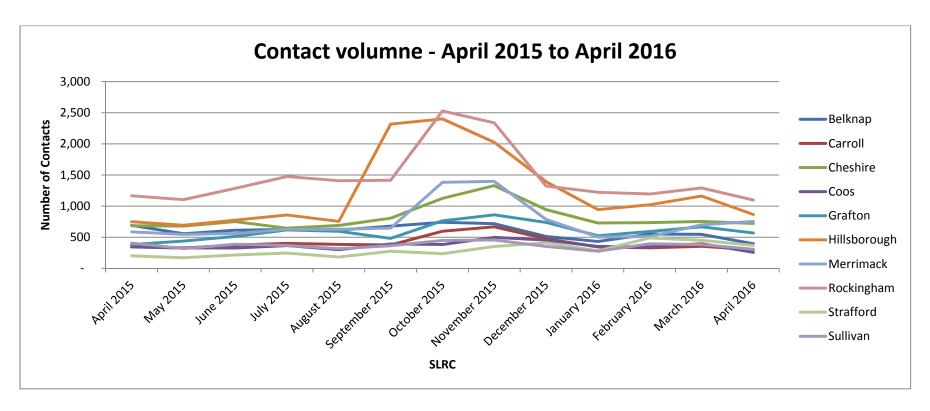
- Call volume similar to previous years in the 4 weeks before May 1st compared to the 35 weeks after May 1st. There is a significant increase in call volume in mid-September this reflects the beginning of the Medicare enrollment season. Drop off in November-December reflective of the holiday season and end of open enrollment. (This chart has changed to reflect calls by month and not by week there was no significant change in the week to week volume across years.)
- Volume of all contacts similar between April 2016 and May 2016 and not similar to previous years. There was a larger increase in call volume from January to March but the April and May volumes have returned to similar numbers from previous years.
- Contact volume remains constant April 2016 and May 2016 for most SLRC's. Hillsborough and Rockingham see significant increases in the fall. This can be attributed to normal increases in volume in the fall.
- Distribution of contact volume across years and SLRC site remains relatively unchanged.
- Relative percentages of contact type unchanged from April 2016 to May 2016. Call's by far the largest proportion of contacts (approx. 75%)



	January	February	March	April	May	June	July	August	September	October	November	December
2012	4,413	4,255	4,366	4,394	4,457	3,943	4,042	4,236	3,871	6,377	6,081	4,112
2013	4,733	3,897	4,163	4,314	4,182	3,957	4,412	4,397	5,004	7,060	5,742	4,747
2014	4,746	3,764	4,596	4,286	4,126	4,400	4,782	4,084	4,650	7,519	5,458	4,873
2015	4,151	3,891	4,563	4,132	3,920	4,459	4,770	4,342	4,971	6,753	7,106	5,138
2016	4,282	4,687	5,186	4,325	4,226							

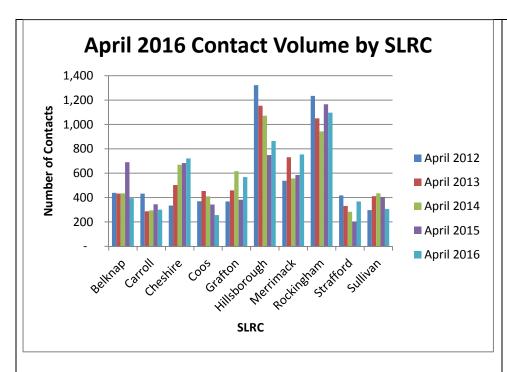


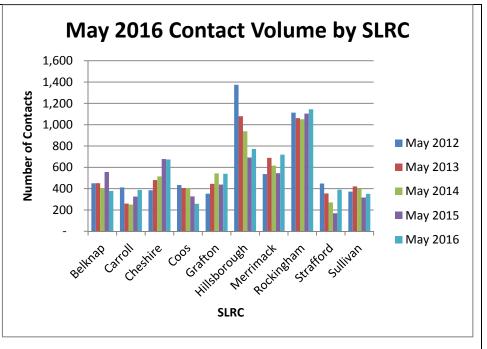
	January	February	March	April	May	June	July	August	September	October	November
2012	5,613	5,530	5,600	5,754	5,877	5,290	5,391	5,525	5,166	9,653	8,984
2013	6,184	5,152	5,653	5,813	5,647	5,237	5,973	5,895	7,686	10,553	8,634
2014	6,059	4,836	5,990	5,716	5,392	5,806	6,101	5,182	7,515	11,470	8,204
2015	5,222	4,997	6,102	5,548	5,152	5,793	6,221	5,864	7,744	10,599	10,633
2016	5,601	6,155	6,696	5,631	5,614						



	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan	Total
April 2015	690	345	683	343	382	749	585	1,166	200	405	5,548
May 2015	556	326	678	327	438	692	545	1,104	169	317	5,152
June 2015	613	374	750	326	512	774	558	1,285	214	387	5,793
July 2015	623	401	645	364	617	857	627	1,475	245	367	6,221
August 2015	612	384	689	299	594	754	627	1,407	182	316	5,864
September 2015	678	375	806	391	480	2,317	646	1,415	274	362	7,744
October 2015	740	596	1,124	383	763	2,401	1,382	2,528	234	448	10,599
November 2015	717	666	1,329	497	859	2,026	1,397	2,338	350	454	10,633
December 2015	512	476	943	453	737	1,393	786	1,322	409	352	7,383

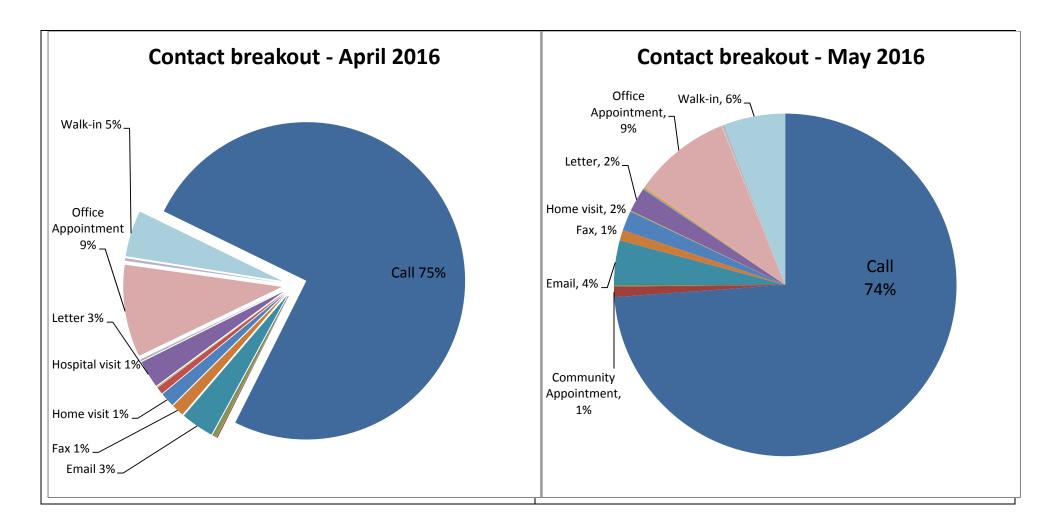
January 2016	431	343	728	352	524	943	502	1,222	281	275	5,601
February 2016	549	328	733	345	592	1,021	511	1,194	488	394	6,155
March 2016	546	353	753	395	667	1,162	699	1,292	449	380	6,696
April 2016	395	301	721	256	568	864	754	1,097	368	307	5,631
May 2016	378	388	673	258	540	772	719	1,145	390	351	5,614





	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan
April 2012	439	432	334	370	368	1,323	538	1,235	418	297
April 2013	433	287	503	454	459	1,154	731	1,050	331	411
April 2014	435	295	669	410	617	1,072	557	943	283	435
April 2015	690	345	683	343	382	749	585	1,166	200	405
April 2016	395	301	721	256	568	864	754	1,097	368	307

	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan
May 2012	450	411	385	434	353	1,374	537	1,113	448	372
May 2013	451	260	480	406	445	1,079	689	1,061	355	421
May 2014	407	250	515	403	543	938	616	1,051	271	398
May 2015	556	326	678	327	438	692	545	1,104	169	317
May 2016	378	388	673	258	540	772	719	1,145	390	351

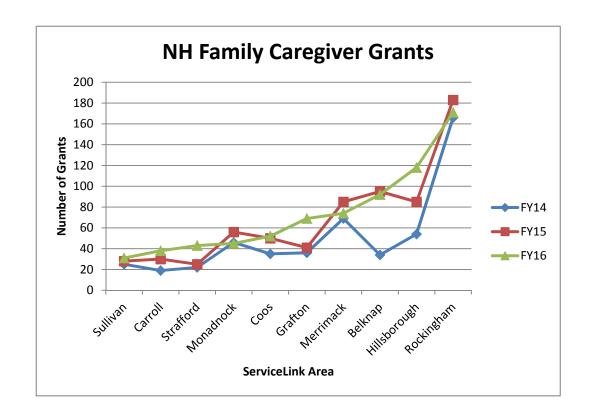


April	Call	Communit y Appointm ent	Consult- Formal Care Transitions Program	Consult- PCHDP Project	Email	Fax	Home visit	Hospital visit	Jail/Prison	Letter	MDS Section Q Referral	Nursing Facility Visit	OOS/Cell Call	Office Appointment	Part D Mailing List	Satellite visit	Walk- in	Total
2012	4394	58	0	65	224	50	186	69	0	212	7	23	2	390	0	7	307	5994
2013	4314	36	0	24	263	113	148	70	0	217	4	11	3	422	0	6	420	6051
2014	4286	35	0	9	231	111	146	18	0	148	23	13	1	530	0	18	400	5969
2015	4132	36	147	0	275	77	135	30	0	124	8	9	1	445	0	24	266	5709
2016	4325	7	23	0	194	73	85	42	5	161	4	3	3	541	1	15	271	5753
Total	21451	172	170	98	1187	424	700	229	5	862	46	59	10	2328	1	70	1664	2947 6

May	Call	Community Appointment	Consult- Formal Care Transitions Program	Consult- PCHDP Project	Email	Fax	Home visit	Hospital visit	Jail/Prison	Letter	MDS Section Q Referral	Nursing Facility Visit	OOS/Cell Call	Office Appointment	Part D Mailing List	Satellite visit	Walk- in	Total
2012	4457	137	0	29	211	46	174	19	0	203	9	18	1	412	0	13	340	6069
2013	4182	36	0	18	237	83	134	40	0	254	3	7	0	418	0	15	407	5834
2014	4126	18	0	11	224	90	114	12	0	167	13	27	0	486	0	6	331	5625
2015	3920	24	69	0	238	65	105	29	0	140	9	8	1	415	0	18	257	5298
2016	4226	57	10	0	238	57	106	2	4	130	6	11	3	524	5	11	332	5722
Total	20911	272	79	58	1148	341	633	102	4	894	40	71	5	2255	5	63	1667	28548

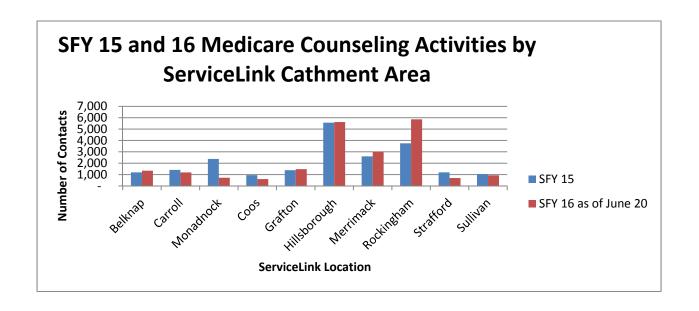
NH Family Caregiver Program

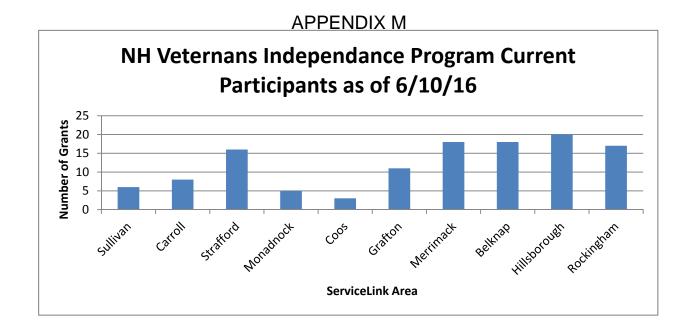
# of Caregivers who rec	eived careg	iver grant	ts
through the NH Caregiv	er Support	Program	
ServiceLink	FY14	FY15	FY16
Catchment Area			
Sullivan	25	28	31
Carroll	19	30	38
Strafford	22	25	43
Monadnock	46	56	45
Coos	35	50	52
Grafton	36	41	69
Merrimack	69	85	74
Belknap	34	95	92
Hillsborough	54	85	118
Rockingham	166	183	171



Medicare Counseling Activities SFY 15 and SFY 16 up to June 20, 2016

SFY	Belknap	Carroll	Monadnock	Coos	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan	Total
SFY 15	1,195	1,414	2,378	951	1,388	5,564	2,599	3,749	1,197	1,044	21,479
SFY 16 as of June 20	1,346	1,186	721	607	1,478	5,619	2,993	5,856	697	938	21,441
Total	2,541	2,600	3,099	1,558	2,866	11,183	5,592	9,605	1,894	1,982	





NH VIP Participants as of June 10, 2016									
# of Caregivers who received caregiver grants through the NH Caregiver Support Program									
ServiceLink Catchment	FY16								
Area	L110								
Sullivan	6								
Carroll	8								
Strafford	16								
Monadnock	5								
Coos	3								
Grafton	11								
Merrimack	18								
Belknap	18								
Hillsborough 20									
Rockingham 17									